

# ITIL V4 Foundation - sample questions quiz 02

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1 Which service management dimension is focused on activities and how these are coordinated?

- ☒ ☐
- ☐ Value streams and processes
- ☐ Organizations and people
- ☐ Partners and suppliers
- ☐ Information and technology

2 Which is a purpose of the 'service desk' practice?

- ☒ ☐
- ☐ To maximize the number of successful IT changes by ensuring risks are properly assessed
- ☐ To reduce the likelihood and impact of incidents by identifying actual and potential causes of incidents
- ☐ To capture demand for incident resolution and service requests
- ☐ To set clear business-based targets for service performance

3 Which value chain activity creates service components?

- ☒
- ☐ Engage
- ☐ Deliver and support
- ☐ Improve
- ☐ Obtain/build

4 Which describes the principle 'think and work holistically'?

- ☒
- ☐ Using the four dimensions of service management to ensure coordination of all aspects of an improvement initiative
- ☐ Reviewing service management practices and removing any unnecessary complexity
- ☐ Conducting a review of existing service management practices and decide what to keep and what to discard
- ☐ Reviewing how an improvement initiative can be organized into smaller, manageable sections that can be completed in a timely manner

5 What is the purpose of 'supplier management'?

- ☒
- ☐ To ensure that the organization's suppliers and their performance are managed appropriately at strategic and tactical levels through coordinated marketing, selling and delivery activities
- ☐ To ensure that accurate and reliable information about the configuration of supplier's services is available when and where it is needed
- ☐ To align the organization's practices and services with changing business needs through the ongoing identification and improvement of services
- ☐ To ensure that the organization's suppliers and their performance are managed appropriately to support the provision of seamless, quality products and services

6 Which practice is responsible for moving components to live environments?

- ☒
- ☐ Change enablement
- ☐ IT asset management
- ☐ Deployment management
- ☐ Release management

7 Which ITIL concept describes governance ?

⦿

- ☐ The service value system
- ☐ The four dimensions of service management
- ☐ The seven guiding principles
- ☐ The service value chain

8 Which practice provides a single point of contact for users?

⦿

- ☐ Incident management
- ☐ Change enablement
- ☐ Service desk
- ☐ Service request management

9

⦿

- ☐ 1 and 4
- ☐ 2 and 3
- ☐ 1 and 2
- ☐ 3 and 4

10 What is the definition of an event?

⦿

- ☐ Any change of state that has significance for the management of a configuration item or IT service
- ☐ Any valuable component that can contribute to delivery of an IT product or service
- ☐ Any component that needs to be managed in order to deliver an IT service
- ☐ The ability of an IT service or other configuration item to perform its agreed function when required

11 What is a standard change?

⦿

- ☐ A change that doesn't need risk assessment because the procedure has been pre-authorized
- ☐ A change that is assessed, authorized and scheduled as part of 'continual improvement'
- ☐ A change that needs to be assessed, authorized, and scheduled by a change authority

- ☐ A change that doesn't need risk assessment because it is required to resolve an incident

12 Which describes the nature of the guiding principles?



- ☐ Each guiding principle mandates specific actions and decisions
- ☐ Guiding principles describe the processes that all organizations must adopt
- ☐ A guiding principle can guide an organization in all circumstances
- ☐ An organization will select one of the principles to adopt

13 How does 'service request management' contribute to 'obtain/build' value chain activity?



- ☐ It acquires pre-approved service components to help fulfil service requests
- ☐ It collects user-specific requirements, sets expectations and provides status updates
- ☐ It analyzes data to identify opportunities to provide new service request options
- ☐ It ensures users continue to be productive when they need assistance from the service provider

14 Which is a key consideration for the guiding principle 'keep it simple and practical'?



- ☐ Understand how each element contributes to value creation
- ☐ Try to create a solution for every exception
- ☐ Start with a complex solution, then simplify
- ☐ Ignore conflicting objectives of different stakeholders

15 Which value chain activity includes negotiation of contracts and agreements with suppliers and partners?



- ☐ Obtain/build
- ☐ Deliver and support
- ☐ Engage
- ☐ Design and transition

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